

Please review the following **PRIOR** to submission of your complaint:

**What can I do if I am concerned about the way a dental professional practices dentistry, dental hygiene, dental assisting or dental therapy?**

You may decide to take one or more of the following steps:

- 1) Talk with the dental professional about your concerns, for in most cases they will want to know that you are dissatisfied with the dental services or care received.
- 2) Talk with the Clinic Owner, Operating Officer, or Office Manager about your situation, for they, too, typically want satisfied patients who will recommend their clinic services and return to their practice for ongoing care.
- 3) If you are unable to receive satisfaction from the above efforts or if you feel it is inappropriate to do (1) and/or (2) above, call the Minnesota Board of Dentistry at 612- 617-2250 or email [panhia.lor@state.mn.us](mailto:panhia.lor@state.mn.us) to share your concerns. If the Board is able to be of assistance, you can proceed with completing the online complaint form.

**What kinds of things can I complain about?**

The focus of the Board's complaint process is on the license of an individual dental provider, as licensure is the way that State government protects the citizens of Minnesota when they obtain services from professionals. Complaints about dental professionals that may impact public safety fall into these categories:

1. Competency/ Care Matters
2. Unprofessional Conduct
3. Impairment/ Substance Use Disorders
4. Inappropriate Prescribing
5. Infection Control/Sanitation
6. Practicing without a Current License

**What are the things that the Board can't help me with?**

The Board can only take action against a dental professional's license. It can't help you recover money from a dental professional for services or direct licensees to treat/retreat conditions. The Board can't help you with any billing or collection problems. The Board also cannot assist with third party insurance complaints or scheduling matters.

**Important to Note:**

Even if you do or do not end up filing a complaint with the Board, it does not prevent you from pursuing other actions as well, whether in civil court or, if the dentist is a member of their state association,



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through Minnesota Dental Association Peer Review process. You may contact the MDA-Peer review by calling 651-470-6336.